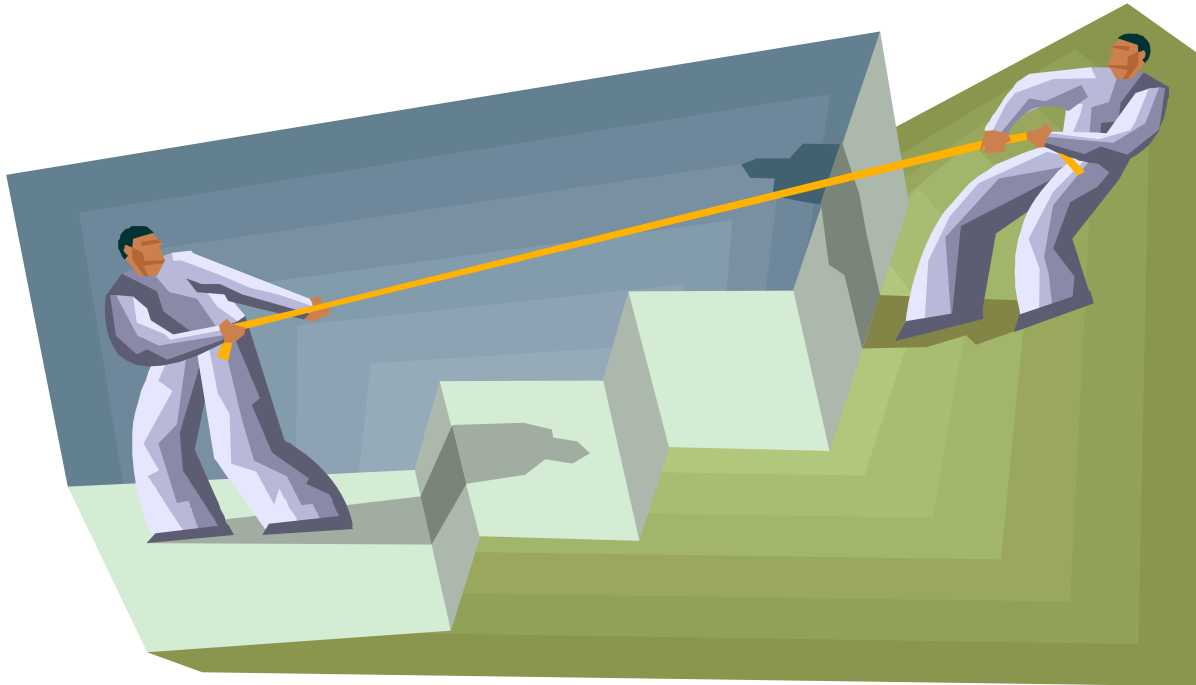
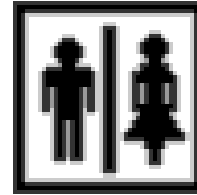


# Resolving Conflict



# Administrative

- Emergency Exits are
- Restrooms are
- Turn pagers and cell phones to vibrate
- Side bar conversations are discouraged.



# Course Objectives

- Identify common causes of conflict in disaster situations
- Discuss conflict management styles that a person might use.
- Identify when each management style is appropriate

# Introductions

- Your name?
- Position in the organization?
- Where you are from?
- Your course expectation is?

# Resolution or Management?

**Conflict Resolution**, reduction in the severity, settlement, agreement on issues, or removal of the underlying causes of the conflict.

**Conflict Management**, the parties continue the conflict but adopt less extreme tactics.

# Resolving Conflicts

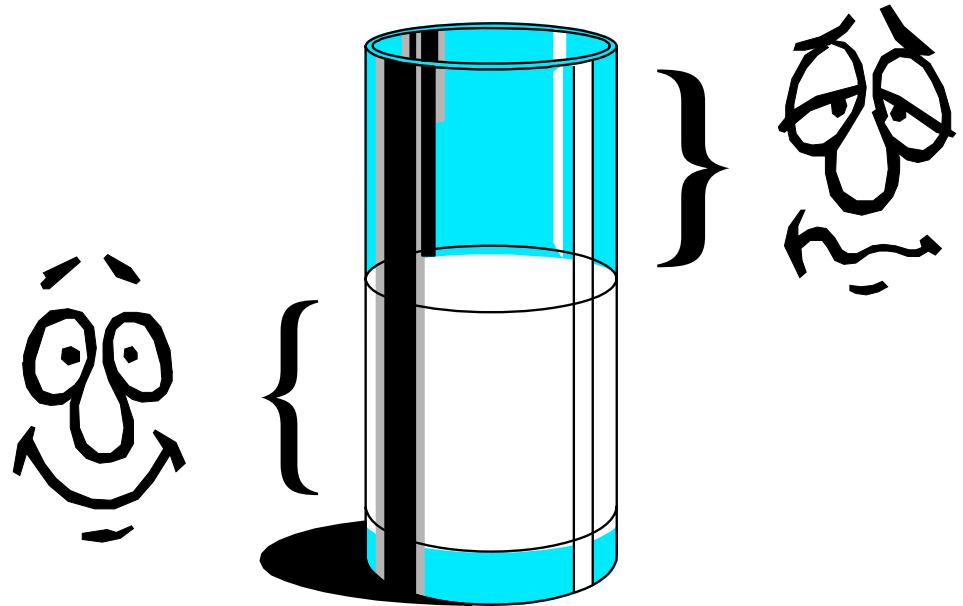
- What are the common sources of conflict in any organization?
- What conflict management styles do you use and in what situations?

# Workplace Conflicts

- **Interpersonal** most common, most difficult to handle, usually based on value system.
- **Organizational** based on changing dynamics within the organization.

# Interpersonal Value System

- Early childhood
- Early school
- Teen years
- Early Adult
- Professional





# Activity - Values

As a group discuss the values of Bob and Judy.



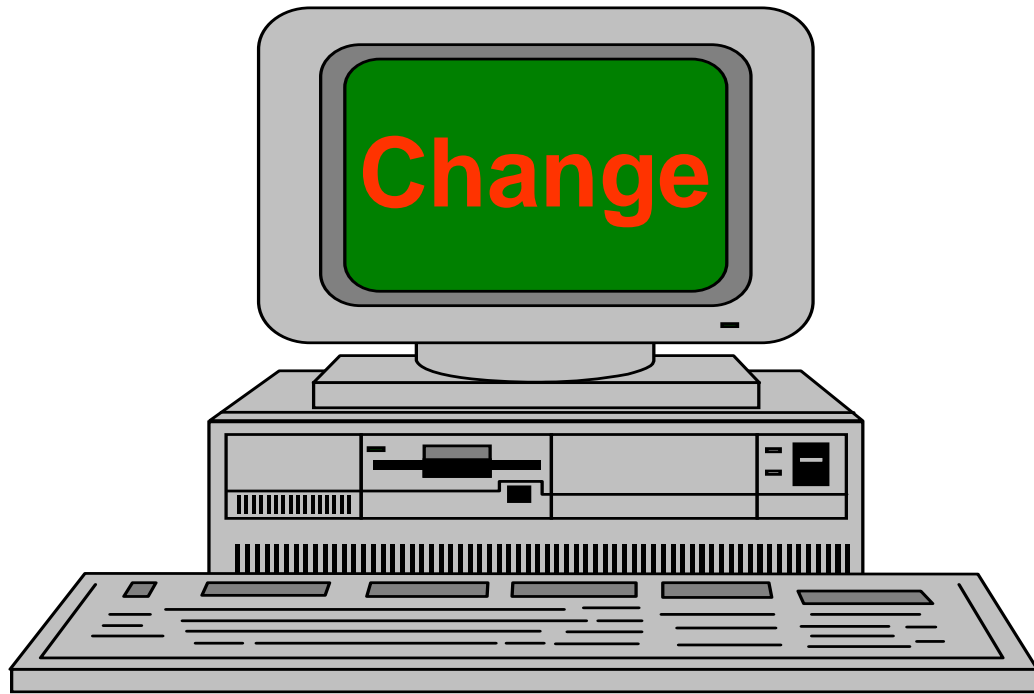
# Activity - Values

Answer the following questions:



- What is the potential conflict?
- How does Bob view success?
- How does Judy view success?
- How should Bob handle the situation?
- How should Judy handle the situation?

# Organizational Conflict



# Organizational Conflict

## Divergent Goals



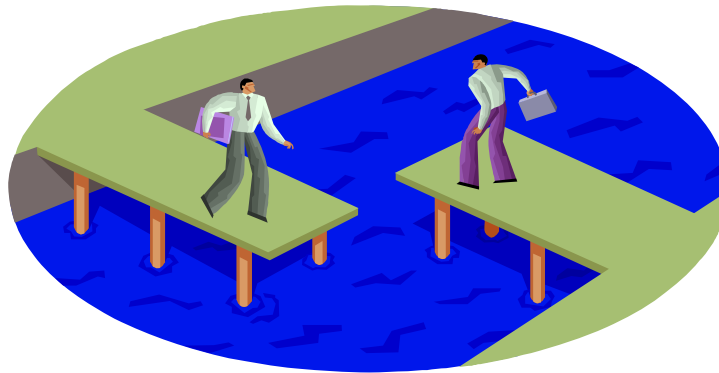
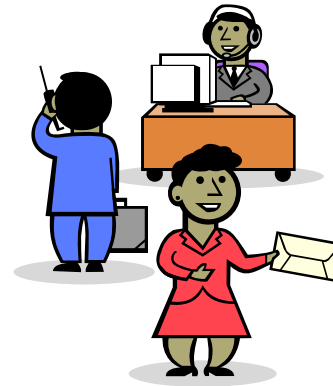
# Organizational Conflict

## Limited Resources



# Organizational Conflict

Breakdown in:  
  
Communications  
  
or  
  
Planning



# Conflict Management Styles



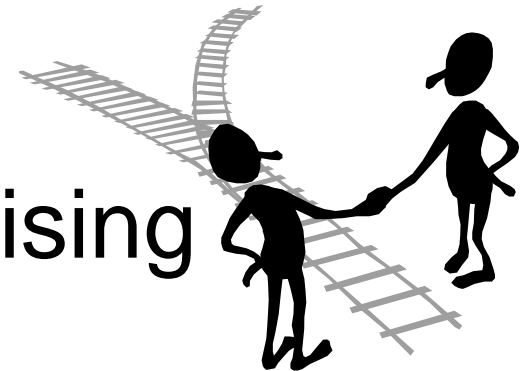
Dominating



Accommodating



Avoiding



Compromising



Collaborating

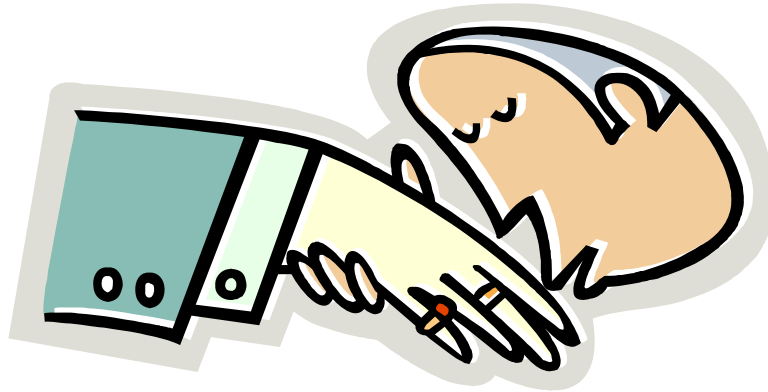
# Dominating



GOALS ↑  
RELATIONSHIPS ↓  
I win, you lose



# Accommodating



RELATIONSHIPS ↑

GOALS ↓

I lose, you win

# Avoiding

GOALS ↔

RELATIONSHIPS ↔

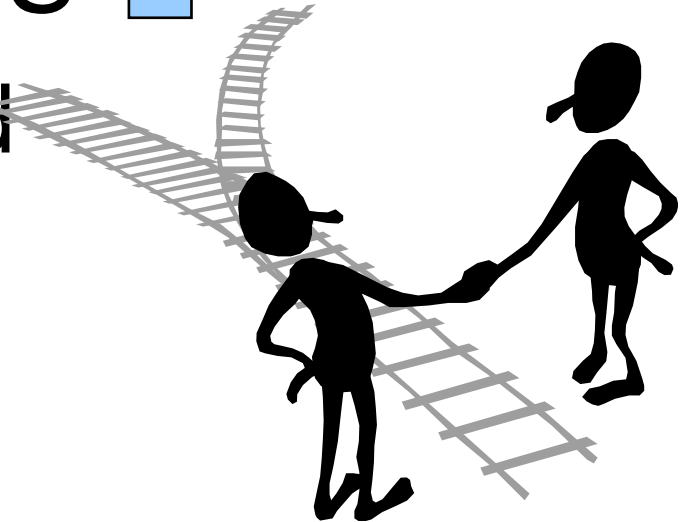
No winners, no losers



# Compromising

GOALS ↑  
RELATIONSHIPS ↑

You bend, I bend



# Collaborating

GOALS ↑  
RELATIONSHIPS ↑



I win, you win

# Resolving Differences

- Six Steps to Resolving Differences
- AEIOU Model

# Six Step Model

- Define the conflict
- Analyze the situation
- Generate alternatives
- Project the results of each alternative
- Select and agree on an alternative
- Implement and Evaluate

# AEIOU Model

- **A**ssume the other person means well
- **E**xpress your feelings
- **I**dentify what you would like to happen
- **O**utcome expected
- **U**nderstanding on a mutual basis

# Course Summary

- Identify common causes of conflict in disaster situations
- Discuss conflict management styles that a person might use.
- Identify when each management style is appropriate



# Evaluation

Please take a few moments to fill out your Evaluation and hand them to the instructor.

Your input is important to us!

